

Invites applications for the following position (s):

**COMPETITION NUMBER: 489**  
**Administrative and Professional Staff (APSA)**  
**Continuing Position**  
**OMBUDSPERSON, GRADE 12**  
**UNIVERSITY SECRETARIAT OFFICE**  
POSITION NUMBER: 104091

**POSITION OUTLINE:**

The Ombudsperson works to ensure that undergraduate and graduate students are treated fairly in all aspects of University life by responding to student complaints and grievances and addressing concerns related to possible breaches of rules of natural justice. Acting independent of university administration and supervisory structures, the Ombudsperson conducts investigations through the impartial, prudent, and effective review and analysis of the facts as they pertain to administrative processes and the application of the rules of natural justice. The incumbent informs students regarding the avenues available to them to address and resolve their complaints; mediates or intervenes to assist in the resolution of conflicts; and provides advice and recommendations to decision-makers on the fair resolution of complaints. The Ombudsperson provides information to students to apprise them of their rights and responsibilities and interprets University regulations, policies, and procedures, including the processes of appeal. The incumbent recommends changes in University policies and procedures to ensure fair treatment of students. The Ombudsperson provides an Annual Report to the University community on activities, complaints and their resolution, and other issues of significance.

**QUALIFICATIONS:**

- Master's degree in Counseling or Law with eight years of related experience including experience in conflict resolution, human rights, negotiation, conduct of investigations, and reporting in a complex, multi-stakeholder environment, or an equivalent combination of education, training, and experience.
- Excellent knowledge and adherence to the principles of fairness and natural justice.
- Excellent knowledge of the services provided under the auspices of the Office of the BC Ombudsperson.
- Good knowledge of the BC Freedom of Information and Protection of Privacy Act and the BC Human Rights Code.
- Excellent knowledge of professional codes of practice that apply to the Ombudsperson.
- Good understanding of an academic setting, collegial governance, university governance and the principles of academic freedom.
- Excellent interpersonal and communication skills (oral and written).
- Excellent negotiation and conflict resolution skills.
- Excellent research, analytical reasoning and problem-solving skills.
- Excellent organizational and administrative skills.
- Good public speaking skills.
- Ability to deal effectively with clients in crisis and to diffuse emotional situations and conflicts.
- Ability to exercise tact, sensitivity, and discretion.
- Ability to investigate and negotiate problems that are complex and political in nature.
- Ability to think critically and creatively.
- Ability to diplomatically deliver unwelcome messages to students or decision-makers.
- Ability to build relationships and credibility while resolving difficult issues.
- Ability to act independently, maintain impartiality, a stance of neutrality and strict confidentiality.
- Ability to conceive and write policy and procedural documents and reports.
- Proficient in the use of word processing, database, spreadsheet, and desktop publishing applications.

**SALARY RANGE:**

\$79,529 to \$94,968 **per annum**

**START DATE:**

ASAP

A detailed resume and cover letter quoting **Competition #489** must be received in our office by **4:30 pm on August 30, 2017**, addressed to the attention of Deborah Walker, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective\\_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).

We thank all applicants for their interest; however, only those selected for interviews will be contacted.